



**Meeting Summary**  
**911 Board Standards Committee**  
**April 9, 2015**  
**NC OITS Building**  
**3900 Wake Forest Rd**  
**Raleigh, NC**  
**10:00 AM – 12:00 PM**

| <b><u>Members Present</u></b>          | <b><u>Staff Present</u></b> | <b><u>Guests</u></b>    |
|--|-----------------------------|-------------------------|
| Rodney Cates                           | Tina Bone                   | Rick Thomas             |
| Margie Fry                             | Richard Bradford            | Glenn Lamb (by phone)   |
| Dinah Jeffries                         | Dave Corn                   | Melanie Neal (by phone) |
| Jimmy Stewart                          | David Dodd                  |                         |
| Candy Strezinski                       | Richard Taylor              |                         |
| Laura Sykora                           |                             |                         |
| Donna Wright (by phone)                |                             |                         |
| Brandon Zudema (by phone)              |                             |                         |
|  |                             |                         |
| <b><u>Members Absent</u></b>           | <b><u>Staff Absent</u></b>  |                         |
|  |                             |                         |
| Christy Shearin                        | Marsha Tapler               |                         |
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| <b><u>Enforcement Comm-Present</u></b> |                             |                         |
| Greg Foster                            |                             |                         |
| Judy Jenkins                           |                             |                         |
| Rob Merchant (by phone)                |                             |                         |
| Jim Soukup (by phone)                  |                             |                         |
| Carson Smith                           |                             |                         |
|  |                             |                         |
| <b><u>Enforcement Comm-Absent</u></b>  |                             |                         |
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### **Tab 1: Chair's Opening Remarks**

Meeting called to order by Laura Sykora at 10:00 AM. Laura welcomed everyone and thanked them for their participation.

### **Tab 2: Review of Last Meeting**

Dave Corn gave an update of the last meeting. The compliance review process was approved by the Board. Laura and Board staff presented the compliance process at the regional PSAP Managers meeting. The only request from PSAP managers was that there be a way for the PSAP Manager to contest or disagree with the Peer Reviewers on any infractions found. There was also a discussion on how much longer the Enforcement sub-committee would be needed.

### **Tab 3: Compliance Reviewers and Review Process**

Today, Laura said she would like to get some wording on who the reviewers are and how the process will work before the Committee is disbanded. Dinah Jefferies said there was a question as to what qualifications a reviewer would need to possess. Dave Corn mentioned staff has thought about using people as reviewers who have already been through the review process. He also noted that after the regional Managers meetings in March, there were only 3 people who had volunteered. Richard Taylor noted that the reviewers did not have to be Managers. There is a need for subject matter experts that have technical expertise. This may be one of the last tasks the Enforcement sub-committee needs to address. There is a need for an application process that lists the candidate's abilities and strengths. Brandon asked if we could provide some type of training session on what is expected of reviewers? The question was asked if the reviewers are serving on a voluntary basis? Laura said it would need Board approval, but she would like for the Board to approve all travel costs for reviewers. Jimmy Stewart made the motion to ask the Board to approve travel costs. The motion was seconded by Donna Wright. The motion passed unanimously.

Carson Smith suggested that at least one person on a review group be from that region. Dinah Jefferies thinks this is a good idea. Laura suggested there be a staff policy that there be a reasonable amount of geographical diversity on the review teams.

Laura asked if there was anything else the Enforcement Sub-Committee needs to accomplish before they are disbanded? She also invited any of the Sub-Committee members to become members of the sitting Standards Committee if they are interested in doing so.

### **Tab 4: Equipment Obsolescence and Best Practices**

Laura turned to a list of best practices that would address equipment obsolescence. How do we want to proceed with this? Dave Corn provided a list of equipment and a projection of how long a piece of equipment should last. Richard noted that one year of service in a 24 X 7 environment is equal to 3 years of service in a normal office setting.

Richard Bradford asked if there are standards already in place on equipment life expectancies used in PSAPs? The State/Committee does not have to adhere to established standards, but it is a good starting point or guideline. Greg Foster asked if this is a mandate or best practice? What happens if

the piece of equipment is a “lemon?” Laura said it would be a best practice. Richard Taylor noted Tina is going to create a separate tab on the 911 Board web page that will list “best practices” on backup PSAP plans, equipment, and any other area of operations.

Sheriff Smith asked if the best practices would have a bearing on future funding, grants, and funding reconsiderations. The Committee consensus was no, it would not. Richard Bradford said the Committee should be aware that a best practice can sometimes be assumed to be an unauthorized rule, and that can have a negative impact on the process when someone questions the authority of the best practice.

### **Tab 5: Other Newer Standards & Best Practices**

The discussion then turned to other potential standards and best practices. Richard Bradford said the Board cannot create a standard to require a local entity to obtain 3 bids when purchasing capital equipment. Given the sinking revenues and the expected rise in cost in the foreseeable future, the question becomes how do we control costs?

Richard Bradford said to establish a state contract, the State has to have a commitment to buy. They would have to guarantee the purchase of a certain amount of an item for the upcoming year. If that number is reached, any agency can purchase at that same price. Richard also noted equipment purchases would have to work through possibly ITS or Department of Administration, depending on the type of equipment.

Richard Bradford said if an agency gets a good or fair deal on a product, perhaps that deal can be publicized to PSAP Managers as a way to control costs.

Laura summarized that everyone seems to be in favor of competitive pricing, the question is how to accomplish this. Donna Wright mentioned there could be a way the State is divided into regions and equipment purchased each year as needed for that region. She gave an example of the State Ortho project as an example of how savings can be realized.

Richard Bradford suggested the Committee should look for the things that should be included in competitive pricing and how this this should be accomplished. The “wordsmithing” can occur at a later date.

Richard Taylor showed the Committee an excerpt from House Bill 512 which looks at uniform procurement and pricing of 911 eligible expenses through bulk purchasing.

Potential Wording: *“When making a capital purchase greater than \$ 80,000 using funds received from the North Carolina 911 Board, the PSAP should obtain competitive bids or purchase from the North Carolina State contract.”*

Potential Best Practice 2: Requiring Text to 911. Richard Bradford is not sure if this can be a requirement or not. He thinks the Board could make this a best practice, and could be a rule if there is a legislative change. Possible wording: *“A PSAP should receive and process emergency 911 texts.”*

Potential Best Practice 3: Two Telecommunicator best practice. Recommended wording: *“A minimum of two (2) telecommunicators should available at all times to immediately receive and process emergency 911 calls.”*

Location Accuracy: Richard Bradford does not think the Board or Committee needs to do anything here. This is topic that merits a continuation to monitor.

### **Tab 6: Rules Review Update**

Richard Bradford said he received additional documents from Marsha Tapler yesterday regarding the financial impact on local governments. He thinks the form OSBM requires does not make sense, and he may have problems explaining it. The full costs of 911 are not paid for by surcharge dollars; additional money is required from local governments. Richard thinks this has been the hold up on the Rules process.

### **Tab 7: Schedule Next Meeting & Adjourn**

Laura suggested the Enforcement Sub-Committee remain on the email list for the Standards Committee and participate in future meetings if they want to. The next Standards Committee meeting will be scheduled for Thursday, May 14<sup>th</sup>, at the 911 Office on Bush St, in Raleigh, from 10:00 AM to 12:00 PM.